

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION**

**QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE**

AGENDA

**October 17, 2012
2:00 – 4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807**

QUALITY IMPROVEMENT (QI) MEETING 2:00 – 3:00 p.m.	
I	Introductions Co-chairs: Emily Ramos, LCSW (Long Beach Mental Health) and Michele Munde, LCSW (Stars Behavioral Health Group). SA 8 liaison: Ann Lee, Ph.D. Please note Ms. Munde is serving as interim co-chair during Ms. Misty Aronoff's absence until January 2013. Thank you Michele for providing ongoing QI/QA coverage!
II	Cultural Competency Committee (CCC) Report <ul style="list-style-type: none"> ○ The Face-to-Face Language Interpretation Policy revisions were completed at the last meeting and will be submitted to the QI District Chief and then the Compliance office for review. ○ The Telephonic Language Interpretation and Translation Services policies are still in draft stage and will be discussed at the next CCC meeting ○ The next meeting will be held on November 14th from 1:30-3:30 p.m., 15th fl conf rm.
III	Provider Directory Update Please double-check your agency's information and submit corrections to Ann Lee by Thursday, October 18 th : http://egis3.lacounty.gov/dmh_lms/
IV	State DHCS Protocol Training <ul style="list-style-type: none"> ○ Please submit your Initial Request for Services Logs from 1/1/12-present to Ann Lee as soon as possible and no later than 10/31/12. Submit logs for each Provider site. ○ 2/11/13 - State Medi-Cal Oversight System Review begins* ○ 2/25/13 & 3/4/13 – LACDMH Medi-Cal Oversight Medical Records Review* 80 charts will be randomly selected including DO and CPs
VI	<ul style="list-style-type: none"> ○ Service Area 8 Outcome Data Workgroup – Thursday, October 25, 2012, 1:30-3:30, ChildNet, 5150 E. PCH, Long Beach
VII	IS <ul style="list-style-type: none"> ○ IS System Upgrade reminder* – 5day downtime from Thurs, Oct 18 – Tues, Oct 23rd, 6:00 a.m. ○ IS Bulletin #78 – Telephone & Telepsychiatry Modifiers*
VIII	SA 8 Quality Improvement Project
IX	Announcements/Discussion: November meeting discussion

***Handouts**

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**October 17, 2012
2:00 – 4:00 p.m.
The Guidance Center
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Long Beach, CA 90807**

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	Introductions Co-chairs: Emily Ramos, LCSW and Michele Munde, LCSW (interim). SA 8 liaison: Ann Lee, Ph.D. QA Division Lead for SA 8: Dr. Lori Dobbs
II	QA Website: http://psbqi.dmh.lacounty.gov/QA_Div.html
III	Documentation Trainings Basic Documentation Training for SFC: October 19 th – Ann will attend and bring back info
IV	<i>Clinical Forms Usage for Initial Contacts*</i> - Dr. Dobbs <ul style="list-style-type: none">o <i>Triage forms*</i>o <i>Short Assessment forms*</i>
V	State DMH Updates
VI	QA Technical Assistance <ul style="list-style-type: none">o SA 8 Questions & Answers log (pilot) – feedback?
	Announcements - Do we want to meet since this is the day before Thanksgiving Day?

***Handouts**

Upcoming Meeting Info:
November 21, 2012 (?)
2:00-4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

December Meeting is always Dark (no meeting)

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, September 19, 2012**

Agenda Item & Presenter	Discussion and Findings		Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	September 19, 2012
Location	The Guidance Center 4335 Atlantic Ave Long Beach, CA 90807		Start Time & End Time	2:00 p.m. – 4:00 p.m.
Co-chairs	Co-Chairs: Emily Ramos, L.C.S.W. & Michele Munde, L.C.S.W. (interim co-chair)			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ae Lyen Yoon Bryan Sawlsville Camille Do Christine Byrne Courtney Stephens Cristina Nolf Debra DeLeon Dora Anderson Heather Jensen	Helen Chang Ida Rivera Ivy Nguyen Jaime Sheehan Jeanette Bernabe Jennifer Flores Julie Leearinpanich Laura Villa Leeann Ekstrom	Linda Nakamura Lorna Pham Lorrie Leon Martha Delgado-Leon Mary Crosby Michi Okano Nancy Lomibao Sandra Gaia-Rae Rosa Maria Kolts	Sandra Kramer Scott Telford Suzanne Brodsky Theodore Howlett Tim Beyer Venus Jew Virginia Howlett Yvette Moore
Absent Members	Chad Brinderson David Kneip	Denise Matsumoto Dolores Spielman	Karen Rathburn Kisha Turner	Kathrine Lundy Michael Fitzgerald
Agenda Item & Presenter	Discussion and Findings		Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.			
Review of Minutes	There was no meeting held in August so no minutes were reviewed.			

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ACCESS After-Hours Test Calls Update	SA 8 completed 9 ACCESS test calls in the following languages: English, Spanish, Tagalog, Khmer (Cambodian), and Japanese. Thank you to the volunteers from PACS, Star View, Long Beach Mental Health Center, LB API, and Bayfront!		
Patient's Rights Office (PRO)	No report.		
Mental Health Statistics Improvement Program (MHSIP) – State Performance Outcome Surveys	Thank you to randomly selected participating providers for submitting your surveys!		
Provider Directory Update	Please review your agency's information and submit corrections to Ann Lee by the end of the month, 9/30/12. Thank you!		
State DHCS Protocol Training	<ul style="list-style-type: none"> ➤ The System Review will be held the week of 2/11/13 ➤ Chart Review will occur during the week of 2/25/13 and 3/4/13 ➤ 80 charts will be randomly selected ➤ Dianne Guillory and Donna Kay Davis are the contacts. ➤ Charts will need to be flagged in advance. Most likely we'll need to print out hard copies for EMR charts. ➤ Reasons for Recoupment - a new requirement - service verification (does MHP have a way to verify that service was actually provided. Does progress 		

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	<p>note support what was billed. How do we know? Then what do you do with the answer.)</p> <p>➤ Annual QI work plan re: capacity, access, satisfaction, clinical quality, continuity of care, provider appeals (handled by DMH, always in compliance).</p>		
Service Area Outcome Data Networks	The first workgroup meeting will be held on Thursday, October 25, 2012 from 1:30-3:30. Meeting location is to be determined.	Please contact Ann Lee if you are interested in joining the workgroup.	
SA 8 Quality Improvement Project	We will discuss at the next meeting. We may possible use the Outcome Data Workgroup to guide our next project idea.		
QI Handouts	<p>➤ QI Agenda</p> <p>➤ Program Oversight and Compliance Review Schedule</p>		

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QUALITY ASSURANCE (QA)			
New QA Website	<p>Please check out the new QA website: http://psbqi.dmh.lacounty.gov/QA_Div.html</p> <p>This website has all of the QA Bulletins, manuals, and links needed.</p>		
Audits/Reviews	<p>Auditor-Controller</p> <ul style="list-style-type: none"> o Spirit Family Services – September 18 o Para Los Ninos – September 25 		
State DMH Updates	<ul style="list-style-type: none"> ➤ State System Review – Chart Audit Dates: February 25, 2013 & March 4, 2013. Diane will get call logs from SA Liaisons (with name of beneficiary, date of contact, disposition). Some agencies combine language log with call log. See state protocol for specific items that are needed on the call log. DMH would like to show representative logs for directly operated and contract provider logs. ➤ Also DMH would like copies of NOAs (when potential consumers call and are not given an appointment because they do not meet criteria); group sign-in sheets (for service verification question on protocol; a new question so not clear what their expectations are, stemming from Federal citation that the state was not putting this on their protocol). ➤ DMH is looking for logs from 2012. 		

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	<ul style="list-style-type: none"> ➤ Providers should now start collecting sign-in sheets for groups. Not much in the way of guidelines from the state at this point. Diane is trying to think of things we could do, e.g., group sign-in sheets. Might look at what health care providers do with sending a letter post appointment asking for feedback. Also serves as validation of service. ➤ No news on LPCC. State is submitting an amendment. Their deadline is 9/30. They're asking for retroactive approval. CMS has to sign off. Systems then have to be put into place by the county. Will start discussion. 		
Katie A. Update	<p>SD2 Katie A. Implementation billing requirements was discussed.. DMH is looking into adding modifiers for case management and rehab for this subgroup. Implements lock-outs for intensive services. Meeting last week was held to look at implementation in LA County. We will update further in the future.</p>		
Documentation Trainings	<ul style="list-style-type: none"> ➤ Basic Documentation Training: October 22nd – 8:30-4:00 TBA ➤ New Intern Training (directly operated only): October 2nd – 9:00-4:00, 550 S. Vermont, 2nd floor conference room ➤ MHIP Documentation Training – rescheduled for some time in October 		

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	<p>Please review the following bulletins that were sent via email, posted on the QA website, and included in today's handouts.</p> <p>CRB 2012-01: Pertains to consent for email</p> <p>QA Bulletin 12-05: QA Division Leads - QA email address will be picked up by your SA lead. Contact the SA liaison for QA questions. The liaison will then contact QA if further clarification is needed.</p> <p>QA Bulletin 12-06. Please review the changes based on new contract with state (not signed, but pending). Adding proposed frequency of service in Client Treatment Plans. Modalities versus specific interventions. Duration equals length of service, e.g. one year. Frequency of modalities can go in the intervention section. Not a reason for disallowance. Progress Note signatures need to include relevant identification number if applicable (e.g., license #).</p> <p>Chart review tool was distributed. This discussion applies to directly-operated. For directly operated, but providers can use the tool (must take full ownership).</p> <p>Q: Is there a guideline for the number of sessions required for meds support? A: There is nothing in writing pertaining to frequency of visits</p>		Ann Lee
QA Technical Assistance & Training	<p>Q: Can 90889 be billed for SSI reports? A: Will check with QA.</p>		

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	Mr. Ted Howlett read a poem titled, "Sunset" written by his wife, Mrs. Virginia Howlett. Thank you for sharing your beautiful poem, Virginia!		
Announcements			
QA HANDOUTS	<ul style="list-style-type: none"> ➤ QA Agenda ➤ CRB Bulletin 2012-01: Consent for Email, Client Instructions, Tier 2 Clinical Transfer ➤ QA Bulletin No. 12-06: Documentation Changes Based on the New State Contract ➤ QA Chart Review Tool 		
Next Meeting	The next meeting will be held on October 17, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		

Minutes Recorded by:



Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:



Emily Ramos, L.C.S.W. DMH Co-chair